



# NORTH CAROLINA ADMINISTRATIVE OFFICE OF THE COURTS (NCAOC)

## IMPORTANT STATISTICS FISCAL YEAR 2019–20

### FOUR PRIMARY SECTIONS

#### Administrative Services

Budget, communications, financial, general counsel, general services, human resources, internal audit program, policy and intergovernmental affairs, research, policy, and planning

#### Field Services

Computer applications support, policy and procedures support, organizational learning and development

#### Program Services

Alternative dispute resolution, child custody mediation, disability access, domestic violence, family court, guardian ad litem, human trafficking, judicial fellowship, jury support, juvenile court improvement, language access, school justice partnerships, treatment / recovery courts

#### Technology Services

Data Center, disaster recovery, Help Desk, network and operations infrastructure, project management, security

### PERSONNEL INFORMATION

Funded by state appropriations

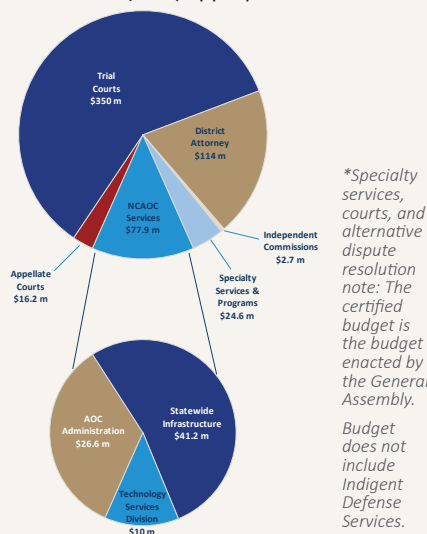
154.5 NCAOC non-technology staff (and)

102.0 NCAOC technology staff

### BUDGET

\$578.4 million certified state appropriations for administrative support, statewide infrastructure, and technology services

\$77.9 million (13%) appropriated to NCAOC



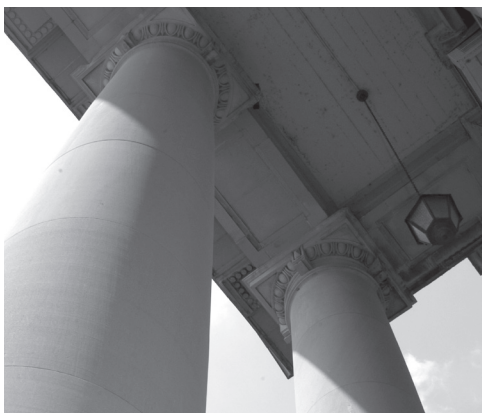
Article IV, Section 15, of the North Carolina Constitution makes legal provision for the North Carolina Administrative Office of the Courts (NCAOC) to provide centralized administration and budgeting services for the state's courts. This provision came in 1965 after the General Assembly adopted the recommendation made by the Bell Commission to unify the state's court system.

NCAOC's centralized operations for courts include budgeting; internal and external communications; payroll; human resources; organizational learning and development; general counsel; general services (equipment and supply purchasing, delivery, printing, distribution of forms and other court business material); policy and intergovernmental affairs; research, policy, and planning; computing with a mainframe and server farm, WAN, and multiple LANs; computer applications development; Voice over Internet Protocol telephone system; and a Help Desk for technology and for policy and procedures. For comparison, the NCAOC serves the Judicial Branch just as the Department of Administration, Office of State Budget and Management, Office of State Human Resources, Information Technology Services, and Attorney General's legal staff serve the Executive Branch.

The NCAOC's approach to centralized operations is to apply its professional expertise and governmental legislative affairs consistently in the best interests of the court system as a whole. This is accomplished by seeking understanding and supporting the needs and demands of the nearly 550 independently elected court officials as well as staff and by taking into account their diversity, caseloads, and available resources to provide the best problem-solving services and tools needed to ensure timely and proper disposition of caseloads.

The NCAOC's Court Programs Division helps the courts provide and increase access to justice for families and individuals facing civil, child welfare, delinquency, and criminal court actions. It offers services and programs to assist with these provisions, which include alternative dispute resolution, child custody mediation, disability access, domestic violence, family court, guardian ad litem, human trafficking, judicial fellowship, jury support, juvenile court improvement, language access, school justice partnerships, and treatment/recovery courts, and each day provides information, advice, support, and solutions to court officials, court staff, and contractors.

Providing services to help North Carolina's unified court system operate more efficiently and effectively, taking into account each courthouse's diverse needs, caseloads, and available resources



## POWERS AND DUTIES OF THE NCAOC AND ITS DIRECTOR

Article 29 of G.S. 7A outlines the powers and duties of the NCAOC and its director. This Article empowers the director to appoint such assistants and employees as necessary to enable him to perform the duties of his office, which are:

- Compile statistical data on court and financial operations
- Determine the workload needs for and make recommendations on the number of judges, district attorneys, and magistrates required for the efficient administration of justice
- Prescribe uniform administrative and business practices and recordkeeping in the offices of the clerk of superior court
- Maintain and staff an internal audit division
- Prepare and submit budget estimates of State appropriations necessary for the maintenance and operation of the Judicial Branch, and authorize expenditures from funds appropriated for these purposes
- Assist in securing adequate physical accommodations for the General Court of Justice
- Procure and distribute equipment and supplies as acquired with state funds for the General Court of Justice
- Make recommendations for the improvement of the operations of the Judicial Branch
- Establish and operate systems and services that provide for electronic filing in the court system and further provide electronic transaction processing and access to court information systems pursuant to G.S. 7A-343.2
- Enter into contracts with one or more private vendors to provide for the payment of fines, fees, and costs due to the court by credit, charge, or debit cards; such contracts may provide for the assessment of a convenience or transaction fee by the vendor to cover the costs of providing this service
- Prescribe policies and procedures for the appointment and payment of foreign language interpreters in those cases specified in G.S. 7A-314(f)
- Analyze the use of contractual positions in the Judicial Branch and, after consultation with the Joint Legislative Commission on Governmental Operations, convert contractual positions to permanent state positions when the director determines it is in the best interests of the Judicial Branch to do so
- Prescribe policies and procedures for the appointment and payment of deaf and hearing impaired interpreters, in accordance with G.S. 8B-8(a), for those cases specified in G.S. 8B-8(b) and G.S. 8B-8(c)
- Prescribe policies and procedures for the payment of those experts acting on behalf of the court or prosecutorial offices, as provided for in G.S. 7A-314(d)
- Perform such additional duties and exercise such additional powers as may be prescribed by statute or assigned by the Chief Justice of the Supreme Court